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Seeking senior level assignments in IT Operations / IT Infrastructure in a growth-oriented

Professional Synopsis

A dynamic IT professional with over 11 years of rich & extensive experience in IT Operations and Infrastructure for large-scale organizations. Comprehensive experience in rendering technical solutions for troubleshooting hardware / software related problems on Windows platform. Demonstrated abilities in authoring IT policies, developing and maintaining network infrastructure, server infrastructure, data communications, systems & voice solution.

Adept in design, configuration, deployment, administration, management and troubleshooting of complex software configurations for enabling the systems to be secure from cyber-attacks along with implementation of company information protection policies.

Expertise in managing IT operations on client / server architectures along with information management issues. Possess excellent interpersonal, communication and analytical skills with demonstrated abilities in customer relationship management.

Honed skills in overseeing IT operations clubbed with effective management skills to produce on-time results within budget limits. Proficient in managing the vendors and IT Security. Proven track record of meeting the deadlines and achieving customer satisfaction.

Core Competencies

IT Operations Management

Infrastructure Management

IT Security

Technology Implementation

Project Management

System Administration

Network Management

Technical Support

Planning and executing the IT projects within cost & time parameters.

Supervising the installation and configuration of Operating Systems, Applications & Anti-Virus software's; overseeing effective troubleshooting of problems pertaining to performance tuning and network administration.

Designing backup strategy & ensuring scheduled / unscheduled backups as per the backup plan.

Spearheading the commissioning of computer hardware devices and ensuring maximum uptime.

Addressing queries & extending onsite support to clients including maintenance of hardware / software.

Implementing Maintenance Wi-Fi Network and AP's like HP,Ruckus Cisco, Extreme.

Knowledge of Fiber connectivity and managing fiber patch cord sc/pc .

Organizational Experience

Voco an IHG Hotel (Rabban Suites West Bay Doha, Qatar).

From 24th Nov 2019 to till date.

Working as IT Officer (Acting Assistant Manager)

- Leading and Managing IT Support for guest & admin users.
- Deployment of Rabban Suites Standards in Hotel operations.
- Deployment of IHG Standards in Hotel operations.
- Managing Windows 2008/2012/2016 Servers / Windows 10, IT Equipment, backup solutions on Veeam.
- Managing the regular backups for all the Servers.
- Maintaining and monitoring internet bandwidth for Guest as well as Back office use.
- Managing the Avaya G450 series IP base PBX, CCTV Camera systems' TV's.
- Installation and Managing Application Software like MICROS Symphony, Infrasy, OPERA PMS, Saflok & Vicas.
- Expertise in Hotel Industry specific Finance software like SUN, MC (Material Control) etc.
- Configuration of O365 Emails.
- To keep the track of inventory for the all the Desktops, Printers, Servers and Micros workstations.
- Co-ordination with vendors for business requirement and installation.

Achievements

- Successful implemented Financial applications like SUN, MC.
- Successful implemented Knowcross- Hotel Management Software.
- Successful implemented AntLab- Wi-Fi Management System.
- Successful upgraded Opera PMS to 5.6.13.2v.
- Successful implemented Opera DG server.
- Successful conversion and integration of IT infrastructure - Software's, Applications, Servers, Network, Veeam Cloud Backups, HP MSA storage and VMware V6, TigerTms call accounting & Voice mail, Avaya PBX as per IHG Hotel International standards.

Marriott International

The Westin Pune Koregaon Park- From 1st May 2019- 10th Nov 2019.

Worked as IT Executive.

- Leading and Managing iT Support for guest & admin users.
- Deployment of Marriott Standards in Hotel operations.
- Managing Windows 2008/2012/2016 Servers / Windows 10, IT Equipment, backup solutions on Symantec.
- Managing the regular backups for all the Servers.
- Maintaining and monitoring internet bandwidth for Guest as well as Back office use.
- Managing the Alkatel-Lucent OMNI PCX series PBX.
- Installation and Managing Application Software like MICROS 9700, OPERA PMS, Delphi & Vicas
- Expertise in Hotel Industry specific Finance software like SUN, FCS, Birchstreet etc.
- Configuration of O365 Emails

- To keep the track of inventory for the all the Desktops, Printers, Servers and Micros stations.
- Co-ordination with vendors for business requirement and installation

Achievements

- Successful Migrated all servers from SPG To Marriott Domain.
- Vincard Visionline and mobile key installation done.

Marriott International

Courtyard by Marriott Pune Hinjewadi– From 21st Oct 2016 – 31st May 2019.

Worked as Property iT Specialist

- Leading and Managing iT Support for guest & admin users.
- Deployment of Marriott IR Standards in Hotel operations.
- Managing Windows 2008 Servers / Windows 7, IT Equipment, backup solutions on Symantec.
- Managing the regular backups for all the Servers.
- Maintaining and monitoring internet bandwidth for Guest as well as Back office use
- Managing the Avaya 8200 series PBX.
- Installation and Managing Application Software like MICROS 3700 & OPERA PMS.
- Expertise in Hotel Industry specific software like SUN, FCS etc.
- Configuration of Emails & restaurant Apps on Apple devices.
- To keep the track of inventory for the all the Desktops, Printers, Servers and Micros stations.
- Co-ordination with vendors for business requirement and installation.

Achievements

- Completed Installation of GPNS Standard at Hotel
- Successful rollout up gradation of Microsoft windows 7 and Server 2008 Microsoft operating systems.
- Have Been nominated as “Associate of the Month” For December 2016”
- Successful upgradation of Opera from version 5.2 to Opera version 5.04 Epatch17
- Successful implementation GXP web application
- Successful completed network rack dressing
- Certificate of Award for Associate of Month July 2018
- Certificate of Award of Best-Groomed Male Month June 2018
- Certificate of Most Improved Guest Voice score of Internet Speed & Performance September 2018.

Modwin Networks Pvt Ltd.

Fairfield Marriott Indore – From August 2015 - March 2016.

As project Engineer

- Successful completed passive data & voice Project
- Involved in planning and implementation of hole project as per Marriott International standard
- Successful completed passive AV Project
- Managing all filed engineers
- Involved in all project coordination on site
- Involved project meetings with client

Courtyard Marriott Trivandrum Kerala. - From March 2016- October 2016

As a Project Engineer

- Successful completed passive data & voice Project
- Involved in planning and implementation of hole project as per Marriott International standard
- Successful completed passive AV Project.
- Managing all filed engineers
- Involved in all project coordination on site.
- Involved project meetings with client

Sahara India Commercial Corporation Ltd.

Aamby Valley City Ltd. Lonavla Pune- From May 2009 – July 2015

Desktop & Network Support Engineer

- Experience of installation & maintenance of L2 Switches like D-Link DES-3010F, Avaya 133F2, SMC
- Experience of Configuration & Maintenance of Wi-Fi AP's like Cisco Linksys WAP200, Ruckus, Net gear, D-Link, Brovis internal & outdoor
- Configuration and troubleshooting of Cisco switches as per Company Standard.
- Maintaining and monitoring internet bandwidth for Guest as well as Back office use.
- Supports for Guest & Admin area for Desktop & Network issues
- To keep the track of inventory for the all the Desktops, Printers

Professional Certification

A+ & N+ Course from India Computer Institute Chinchwad Pune.

- Cloud Computing Training from MSME Technology development center Agra, India.

Qualification

- 2009 Bachelor's Degree – (Pune University India).

Personal Details

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| ➤ <i>Date of Birth</i> | <i>01st June 1986</i> |
| ➤ <i>Residential Address</i> | <i>3/1/1 Maharashtra
Nagari, Gajanan Nagar, Rahatni, Pimpri, Pune Maharashtra, India.</i> |
| ➤ <i>Passport No</i> | <i>S2705097</i> |
| ➤ <i>Languages Known</i> | <i>English, Hindi, Marathi.</i> |
| ➤ <i>Marital Status</i> | <i>Married</i> |
| ➤ <i>Nationality</i> | <i>India</i> |
| ➤ <i>Gende</i> | <i>Male</i> |

Declaration: I hereby declare that the information furnished above is true to the best of my knowledge and belief. I will solely be responsible for any discrepancy found in them.

Thanking You!!